

## MEMORANDUM

12/11/2009

TO: Uma Ahluwalia, Director, Department of Health and Human Services  
FROM: Chris Cihlar, CountyStat Manager  
SUBJECT: HHS Performance Review

**The following items were identified for follow-up during the 12/11/2009 CountyStat meeting:**

1. Provide drill down data for program level measures included in the roll-up of headline measure: "Direct DHHS Services".

Responsible parties: HHS  
Other parties involved: CountyStat  
Deadline: 5/1/2009

2. Benchmark headline measure: "Employment related Services" with comparable regional or national programs.

Responsible parties: CountyStat, HHS  
Other parties involved: none  
Deadline: 4/1/2009

3. Revise headline measure: "Contracted Services Performance Measurement" to quantify the percent of total HHS contracts that include performance measures.

Responsible parties: HHS  
Other parties involved: CountyStat  
Deadline: 3/1/2009

4. Benchmark headline measure: "Juvenile Justice Assessments, Screenings, and Referrals" against counties with similar programs.

Responsible parties: CountyStat, HHS  
Other parties involved: none  
Deadline: 3/1/2009

5. Revise headline measure: "Housing Services: Percentage of households that received emergency financial assistance for housing stabilization within 12 months" to include contextual data (i.e. number of clients served).

Responsible parties: HHS  
Other parties involved: CountyStat  
Deadline: 3/1/2009

6. Submit departmental performance plan for web posting.

Responsible parties: HHS  
Other parties involved: CountyStat  
Deadline: 3/1/2009

cc: Timothy Firestine, Chief Administrative Officer  
Fariba Kassiri, Assistant Chief Administrative Officer